MR-2 – Calls Answered within 20 Seconds – Interconnect Repair Center

Purpose: Evaluates Customer access to Qwest's Interconnection and/or Retail Repair Center(s), focusing on the number of calls answered within 20 seconds.	
Description: Measures the percentage of Interconnection and/or Retail Repair Center calls answered within 20 seconds of the first ring. • Includes all calls to the Interconnect Repair Center during the reporting period, subject to exclusions specified below. • First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). • Answer is defined as when the call is first picked up by the Qwest agent. • An abandoned call is counted as not answered within 20 seconds.	
Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate and Qwest Retail levels.	**Disaggregation Reporting:** Region-wide level.
Formula: [(Total Calls Answered by Center within 20 seconds) / (Total Calls received by Center)] x 100 Explanation: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.	
Exclusions: Time spent in the VRU (Voice Response Unit) is not counted.	
Product Reporting: None	**Standard**: Parity
Availability: Available	**Notes:**

MR-3 – Out of Service Cleared within 24 Hours

Purpose:
Evaluates timeliness of repair for specified services, focusing on cases where the out-of-service cases were closed within the standard estimate for specified services (i.e., 24 hours for out-of-service conditions).

Description:
Measures the percentage of out of service trouble reports, involving specified services, that are cleared within 24 hours of receipt of trouble reports from CLECs or from retail customers.

- Includes all trouble reports, closed during the reporting period, which involve a specified service that is out-of-service (i.e., unable to place or receive calls), subject to exclusions specified below.
- Time measured is from date and time of receipt to date and time trouble is indicated as cleared.

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons:	**Disaggregation Reporting:** Statewide level.
CLEC aggregate, individual CLEC and Qwest Retail results	• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving: MR-3A Dispatches within MSAs; MR-3B Dispatches outside MSAs; and MR-3C No dispatches. • Results for products/services listed in Product Reporting under "Density-type Disaggregation" will be disaggregated according to trouble reports involving: MR-3D In High Density areas; and MR-3E In Low Density areas.

Formula:
(Number of Out of Service Trouble Reports Closed within 24 hours) / (Total Number of Out of Service Trouble Reports Received) x 100

Explanation: Percentage is obtained by dividing the total number of OOS reports closed within 24 hours by the total number of OOS reports received during the measurement period.

Exclusions:

- Trouble reports coded as follows:
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - For products measured from WFA (Workforce Administration) data (products listed for Density-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed).
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Density-type Disaggregation".
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-3 – Out of Service Cleared within 24 Hours (Continued)

Product Reporting:	**Standards:**
MSA-Type Disaggregation -	
• **Resale**	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
Density-Type Disaggregation -	
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2 wire)	Parity with retail ISDN-BRI
ADSL-qualified Loop	Parity with retail MegaBit
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with appropriate retail service
Availability: • Available – all products except disaggregation by loop types and retail comparable for unbundled loops • Under Development: – Retail comparable for unbundled loop – beginning with Jun 00 data on the Jul 00 report – Unbundled loop type disaggregation – beginning with Jun 00 data on the Jul 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Jul 00 report	**Notes:**

MR-4 – All Troubles Cleared within 48 hours

Purpose:
Evaluates timeliness of repair for specified services, focusing on trouble cases of all types (both out of service and service affecting) and on the number of such cases closed within the standard estimate for specified services (i.e., 48 hours for service-affecting conditions).

Description:
Measures the percentage of trouble reports, for specified services, that are cleared within 48 hours of receipt of trouble reports from CLECs or from retail customers.

- Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below.
- Time measured is from date and time of receipt to date and time trouble is indicated as cleared.

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving: MR-4A Dispatches within MSAs; MR-4B Dispatches outside MSAs; and MR-4C No dispatches. • Results for products/services listed in Product Reporting under "Density-type Disaggregation" will be disaggregated according to trouble reports involving: MR-4D In High Density areas; and MR-4E In Low Density areas

Formula:
[(Total Maintenance Reports Completed within 48 hours) / (Total Maintenance Reports Closed)] x 100

Exclusions:

- Trouble reports coded as follows:
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - For products measured from WFA (Workforce Administration) data (products listed for Density-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed).
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Density-type Disaggregation".
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-4 – All Troubles Cleared within 48 Hours (Continued)

Product Reporting:	**Standards:**
MSA-Type Disaggregation -	
• **Resale**	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
Density-Type Disaggregation -	
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2 wire)	Parity with retail ISDN-BRI
ADSL-qualified Loop	Parity with retail MegaBit
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with appropriate retail service
Availability: • Available – all products except disaggregation by loop types and retail comparable for unbundled loops • Under Development: – Retail comparable for unbundled loop – beginning with Jun 00 data on the Jul 00 report – Unbundled loop type disaggregation – beginning with Jun 00 data on the Jul 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Jul 00 report	**Notes:**

MR-5 – All Troubles Cleared within 4 hours

Purpose:
Evaluates timeliness of repair for specified services, focusing on all trouble cases of all types (including out of service and service affecting troubles) and on the number of such cases closed within the standard estimate for specified services (i.e., 4 hours).

Description:
Measures the percentage of trouble reports for specified services that are cleared within 4 hours of receipt of trouble reports from CLECs or from retail customers.

- Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below.
- Time measured is from date and time of receipt to date and time trouble is cleared.

Reporting Period: One month	**Unit of Measure**: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. Results for listed products will be disaggregated according to trouble reports: MR-5A In High Density areas; and MR-5B In Low Density areas.

Formula:
[(Number of Trouble Reports Closed within 4 hours) / (Total Trouble Reports Received)] x 100

Exclusions:

- Trouble reports coded as follows:
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - For products measured using WFA (Workforce Administration) data (products listed for Density-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed).
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time.
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-5 – All Troubles Cleared within 4 hours (continued)

Product Reporting:	**Standards:**
• **Resale:**	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (reported separately)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with DS1 Private Line Service
UDIT – Above DS1 level	Parity with Private Line- Services above DS1 level
• Unbundled Loops:	
Non-loaded Loop (4-wire)	Parity with retail DS1
DS1-capable Loop	Parity with retail DS1
ISDN-capable Loop	Parity with retail ISDN BRI
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
• E911/911 Trunks	Parity with retail E911/911 Trunks
Availability: Available — all products except unbundled loop type disaggregation, Qwest retail comparable for unbundled loops and UDIT, high/low density disaggregation for Interoffice Trunks and disaggregation of Qwest and CLEC E911 • Under Development: – Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Jul 00 report – Unbundled loop type disaggregation – beginning with Jun 00 data on the Jul 00 report – High/low density disaggregation for Qwest Interoffice Trunks – Aug data on the Sept report – Disaggregation of Qwest and CLEC E911 Trunks – beginning with May 00 data on the Jun 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Jul 00 report	**Notes:**

MR-6 – Mean Time to Restore (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
Density-Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
• E911/911 Trunks	Parity with retail E911/911 Trunks

MR-6 – Mean Time to Restore (Continued)

Availability: • Available – all products except unbundled loop type disaggregation, retail comparable for unbundled loops and UDIT, high/low density disaggregation for Qwest Interoffice Trunks, and disaggregation of Qwest and CLEC E911 Trunks • Under Development: – Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Jul 00 report – Unbundled loop type disaggregation – beginning with Jun 00 data on the Jul 00 report – High/low density disaggregation for Qwest Interoffice Trunks – Aug data on the Sept report – Disaggregation of Qwest and CLEC E911 Trunks – beginning with May 00 data on the Jun 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Jul 00 report	

MR-7 – Repair Repeat Report Rate

Purpose:
Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 calendar days).

Description:
Measures the percentage of repair reports that are repeated within 30 days.

- Includes all trouble reports closed during the reporting period that are received within thirty (30) days of the previous trouble report for the same service (regardless of whether the report is about the same type of trouble for that service), subject to exclusions specified below.
- Includes reports due to Qwest network or system causes, customer-direct and customer-relayed reports.
- The period measured is from date and time of last report completed to date and time of next report.

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving: MR-7A Dispatches within MSAs; MR-7B Dispatches outside MSAs; and MR-7C No dispatches. • Results for products/services listed in Product Reporting under "Density-type Disaggregation" will be disaggregated according to trouble reports involving: MR-7D In High Density areas; and MR-7E In Low Density areas.

Formula:
([(Total repeated repair reports occurring within 30 calendar days of initial trouble report) / (Total number of Trouble Reports in the reporting period)] x 100).

Exclusions:

- Trouble reports coded as follows:
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - For products measured from WFA (Workforce Administration) data (products listed for Density-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed).
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-7 – Repair Repeat Report Rate (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
Density-Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (reported separately)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
• E911/911 Trunks	Parity with retail E911/911 Trunks

MR-7 – Repair Repeat Report Rate (Continued)

Availability:	**Notes:**
• Available – all products except unbundled loop type disaggregation, retail comparable for unbundled loops and UDIT, high/low density disaggregation for Qwest Interoffice Trunks and disaggregation of Qwest and CLEC E911 Trunks • Under Development: – Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Jul 00 report – Unbundled loop type disaggregation – beginning with Jun 00 data on the Jul 00 report – High/low density disaggregation for Qwest Interoffice Trunks – Aug data on the Sept report – Disaggregation of Qwest and CLEC E911 Trunks – beginning with May 00 data on the Jun 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Jul 00 report	

MR-8 – Trouble Rate

Purpose:
Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element.

Description:
Measures trouble reports by product and compares them to the number of lines in service.

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below.
- Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting.

Reporting Period: One month	**Unit of Measure**: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting**: Statewide level.

Formula:
[(Total number of trouble reports involving the specified service grouping) / (Total number of the specified services that are in service in the reporting period)] x 100

Exclusions:

- Trouble reports coded as follows:
  - For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - For products measured from WFA data (products listed for Density-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed).
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Reports of problems received on day of installation before provisioning order is closed as complete.

MR-8 – Trouble Rate (continued)

Product Reporting:	Standards:
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with MegaBit service
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (reported separately)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line Service
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
• E911/911 Trunks	Parity with retail E911/911 Trunks
Availability: • Available – all products except unbundled loop type disaggregation, Centrex 21, DSO, Resale Basic ISDN, Qwest Retail Interoffice trunks, E911 Trunks, and retail comparable for unbundled loops and UDIT • Under Development: – Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Jul 00 report – Unbundled loop type disaggregation, Centrex 21, DSO, Resale Basic ISDN – beginning with Jun 00 data on the Jul 00 report – Qwest Retail Interoffice trunks – beginning with Aug 00 data on the Sep 00 report – E911 Trunks – beginning with May 00 data on the Jun 00 report – Statistical parameters for comparison of	**Notes:**

unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Jul 00 report	

MR-9 – Repair Appointments Met

Purpose:
Evaluates the extent to which Qwest repairs services for Customers by the appointment date and time.

Description:
Measures the percentage of repair reports for which the appointment date and time is met.

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below.
- Time measured is from date and time of receipt to date and time trouble is indicated as closed.

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. Results for listed services will be disaggregated and reported according to trouble reports involving: MR-9A Dispatches within MSAs; MR-9B Dispatches outside MSAs; and MR-9C No dispatches.

Formula:
[(Total Maintenance Reports Closed by appointment date and time) / (Total Maintenance Reports Received)] x 100

Exclusions:

- Trouble reports coded as follows:
  - For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
- Subsequent trouble reports (i.e., redundant reports for the same trouble before the ticket is closed).
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Reports of problems received on day of installation before provisioning order is closed as complete.

Product Reporting:	**Standard:** Parity
Resale: Residential single line service Business single line service Centrex PBX Trunks Basic ISDN Unbundled Elements – Platform (UNE-P) (POTS)	

Availability:	**Notes:**
• Available: – Performance results and statistical parameters (except as noted below) • Under Development: – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Jul 00 report	

MR-10 – Customer-Related Trouble Reports

Purpose:
Evaluates the extent that trouble reports were customer related, and provides diagnostic information to help address potential issues that might be raised by the core maintenance and repair performance indicators.

Description:
Measures the percentage of all trouble reports that are attributed to the customer as a percentage of all trouble reports resolved during the reporting period, subject to exclusions specified below.
Includes trouble reports closed during the reporting period coded as follows:

- For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11), Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
- For products measured from WFA (Workforce Administration) data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level.

Formula:
(Number of Trouble Reports coded to disposition codes specified above) / (Total Number of Trouble Reports)

Exclusions:

- Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved).
- Information tickets generated for internal Qwest system/network monitoring purposes.

MR-10 Customer-Related Trouble Reports (continued)

Product Reporting:	Standards:
• Resale	
Residential single line service	Diagnostic
Business single line service	Diagnostic
Centrex	Diagnostic
Centrex 21	Diagnostic
PBX Trunks	Diagnostic
Basic ISDN	Diagnostic
Megabit	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (POTS)	Diagnostic
• Resale	
Primary ISDN	Diagnostic
DS0	Diagnostic
DS1	Diagnostic
DS3 and higher bit-rate services (aggregate)	Diagnostic
Frame Relay	Diagnostic
• LIS Trunks	Diagnostic
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Diagnostic
UDIT – Above DS1 level	Diagnostic
• Unbundled Loops:	
Analog Loop	Diagnostic
Non-loaded Loop (2-wire)	Diagnostic
Non-loaded Loop (4-wire)	Diagnostic
DS1-capable Loop	Diagnostic
ISDN-capable Loop	Diagnostic
ADSL-qualified Loop	Diagnostic
Loop types of DS3 and higher bit-rates (aggregate)	Diagnostic
• E911/911 Trunks	Diagnostic
Availability: ~~Available~~ Under Development: beginning with Jun 00 data on the Jul 00 report	**Notes:**

BI-1 – Time to Provide Recorded Usage Records

Purpose:
Evaluates the timeliness with which Qwest provides recorded daily usage records to CLECs.

Description:
Measures the average time interval from date of recorded daily usage to date usage records are transmitted or made available to CLECs as applicable.

BI-1A – Measures recorded daily usage for UNEs and Resale and includes industry standard electronically transmitted usage records for local measured usage, local message usage, toll usage, and local exchange service components priced on a per-use basis, subject to exclusions specified below.

BI-1B – Measures the percent of recorded daily usage for Jointly provided switched access provided within four days. This includes usage created by the CLEC and Qwest or IXC providing access, usually via 2-way Feature Group X trunk groups for Feature Group A, Feature Group B, Feature Group D, Phone to Phone IP Telephony, 8XX access, and 900 access and their successors or similar Switched Access services.

Reporting Period: One month	**Unit of Measure:** BI-1A – Average Business Days BI-1B – Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	**Disaggregation Reporting:** State level.

Formula:
BI-1A - Σ(Date Record Transmitted or made available – Date Usage Recorded)/(Total number of records)
BI-1B – [(# of daily usage records for Jointly provided switched access sent within four days)/(Total daily usage records for Jointly provided switched access in the report period)]x100

Exclusions:
Instances where the CLEC requests other than daily usage transmission or availability.

Product Reporting: • UNEs and Resale • Jointly-provided Switched Access	**Standard:** **BI-1A** - Parity with Qwest retail. **BI-1B** - 95% within 4 business days
Availability: • Available: – BI-1A UNEs and Resale • Under Development: – BI-1B Jointly-provided Switched Access – beginning with April 00 data on the Jun 00 report	**Notes:**

BI-3 – Billing Accuracy – Adjustments for Errors

Purpose:
Evaluates the accuracy with which Qwest bills CLECs, focusing on the percentage of billed revenue adjusted due to errors.

Description:
Measures the billed revenue minus amounts adjusted off bills due to errors, as a percentage of total billed revenue.

- Both the billed revenue and amounts adjusted off bills due to error are calculated from bills rendered in the reporting period.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	**Disaggregation Reporting:** State level.

Formula:
Σ(Revenue Billed without Error)/(Total Billed Revenue billed in Reporting Period) x 100

Exclusions:

- BI-3A - UNEs and Resale – None
- BI-3B - Reciprocal Compensation Minutes of Use – Billing adjustments as a result of CLEC-caused errors in return of minutes of use

Product Reporting:	**Standard:**
• BI-3A - UNEs and Resale • BI -3B - Reciprocal Compensation Minutes of Use (MOU)	• BI-3A - UNEs and Resale: Parity with Qwest retail bills. • BI-3B - Reciprocal Compensation (MOU) – 95%
Availability: ~~2 Reciprocal Compensation (MOU): January 00 data~~ • Under Development: – BI-3A UNEs and Resale: beginning with Apr 00 data on the Jun 00 report ~~UNEs and Resale: March 00 data~~ – BI-3B - Reciprocal Compensation (MOU): beginning with Jan 00 data on the Jun 00 report	**Notes:**

BI-4 – Billing Completeness

Purpose:
- UNEs and Resale - Evaluates the completeness with which Qwest reflects non-recurring and recurring charges associated with completed service orders on the bills.
- Reciprocal Compensation Minutes of Use (MOU) – Evaluates the completeness with which Qwest reflects the revenue for Local Minutes of Use associated with CLEC local traffic over Qwest's network on the bills

Description:

BI-4A - UNEs and Resale - Measures the percentage of non-recurring and recurring charges associated with completed service orders appear on the correct bill.*

BI-4B - Reciprocal Compensation (MOU) – Measures the percentage of revenue associated with local minutes of use appearing on the correct (current) bill.*

* Correct bill = next available bill

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	**Disaggregation Reporting:** State level.

Formula:
BI-4A - UNEs and Resale = ∑(Count of service orders with non-recurring charges billed on the correct bill / total count of service orders with non-recurring charges billed on the bill) x 100
BI-4B - Reciprocal Compensation MOU = ∑(~~Count of~~Revenue for Local Minutes of Use billed on the correct* bill / Total ~~count of~~revenue for Local Minutes of Use collected during the month) x 100

Exclusions: None

Product Reporting: • UNEs and Resale • Reciprocal Compensation (MOU)	**Standard:** **BI-4A** - UNEs and Resale: Parity with Qwest Retail bills. **BI-4B** - Reciprocal Compensation (MOU): 95%
Availability: • Under Development: – BI-4A - UNEs and Resale – CRIS data: beginning with Apr 00 data on the Jun 00 report~~Mar 00~~ – IABS data: beginning with Apr 00 data on the Jun 00 report~~Mar 00~~ – BI-4B – Reciprocal Compensation (MOU) beginning with Jan 00 data on the Jun 00 report ~~Jan 00~~	**Notes:**

Database Updates

DB-1 – Time to Update Databases

Purpose: Evaluates the time required for updates to the databases of E911, LIDB, and Directory Listings.	
Description: • Measures the average time required to update the databases of E911, LIDB, and Directory Listings. • Includes all database updates completed during the reporting period.	
Reporting Period: One month	**Unit of Measure:** E911 – Hrs: Mins. LIDB & Directory Listings – Seconds
Reporting Comparisons: Combined results for all updates	**Disaggregation Reporting:** A - E911 – state level B – LIDB - ~~14-state~~Multi state region-wide level C – Directory Listings – ~~3 region level~~ sub-region applicable to state
Formula: [(Date and Time of database update for each database update in the reporting period) – (Date and Time of submissions of data for entry into the database for each database update in the reporting period) / Total database updates completed in the reporting period]	
Exclusions: None	
Product Reporting: ~~2 E911~~ ~~2 LIDB~~ ~~2 Directory Listings~~ Not applicable (Reported by database type)	**Standard:** Parity by design
Availability: ~~2~~ Available: ~~Under Development: Apr~~	**Notes:**

Directory Assistance

DA-1 – Speed of Answer – Directory Assistance

Purpose: Evaluates timeliness of customer access to Qwest's Directory Assistance operators, focusing on how long it takes for calls to be answered.	
Description: Measures the average time following first ring until a call is first picked up by the Qwest agent/system to answer Directory Assistance calls. • Includes all calls to Qwest directory assistance during the reporting period. • Because a system (electronic voice) prompts for city, state, and listing requested before the actual operator comes on the line, ~~the call is counted as answered when the system (electronic voice) answers~~ the first ring is defined as when the voice response unit places the call into queue.	
Reporting Period: One month	**Unit of Measure:** Seconds
Reporting Comparisons: Results for Qwest and all CLECs are combined.	**Disaggregation Reporting:** ~~Region-wide level~~ Sub-region applicable to state
Formula: Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] / (Total Calls Answered by Center) Explanation: Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month.	
Exclusions: Abandoned Calls are not included in the total number of calls answered by the center. ~~None~~	
Product Reporting: None	**Standard:** Parity by design
Availability: Available	**Notes:**

DA-2 – Calls Answered within Ten Seconds – Directory Assistance

Purpose: Evaluates timeliness of customer access to Qwest's Directory Assistance Operators, focusing on the number of calls answered within 10 seconds.	
Description: Measures the percent of Directory Assistance calls that are answered within 10 seconds of the first ring by the (Qwest) agent/system. • Includes all calls to Qwest's directory assistance during the reporting period. • Because a system (electronic voice) prompts for city, state, and listing requested before the actual operator comes on the line, the first ring is defined as when the voice response unit places the call into queue. ~~Calls are counted as answered when the system (electronic voice) answers (because a system (electronic) voice prompts for city, state, and listing requested before the actual operator responds.~~ • This is physically accomplished by applying standard speed of answer algorithms	
Reporting Period: One month	**Unit of Measure**: Percent
Reporting Comparisons: Results for Qwest and all CLECs are combined.	**Disaggregation Reporting:** ~~Region-wide level.~~ Sub-region applicable to state
Formula: [(Total Calls Answered by Center within 10 seconds) / (Total Calls Answered by Center)] x 100 Explanation: The result is determined by applying the average speed of answer to system standard algorithms to derive the percent of calls answered within 10 seconds. For reporting purposes the numerator for the above formula is derived by multiplying the percent results by the total calls answered.	
Exclusions: Abandoned Calls are not included in the total number of calls answered by the center. ~~None.~~	
Product Reporting: None	**Standard:** Parity by design
Availability: Available	**Notes:**

OS-1 – Speed of Answer – Operator Services

Purpose: Evaluates timeliness of customer access to Qwest's operators, focusing on how long it takes for calls to be answered.	
Description: Measures the time following first ring until a call is answered by the Qwest agent. • Includes all calls to Qwest's operator services during the reporting period, subject to exclusions specified below.	
Reporting Period: One month	**Unit of Measure:** Seconds
Reporting Comparisons: Qwest and all CLECs are aggregated in a single measure.	**Disaggregation Reporting:** ~~Region-wide level~~ Sub-region applicable to state
Formula: Σ[(Date and Time of Call Answer) – (Date and Time of First Ring)] / (Total Calls Answered by Center)	
Exclusions: Abandoned Calls are not included in the total number of calls answered by the center	
Product Reporting: None	**Standard:** Parity by design
Availability: Available	**Notes:**

OS-2 – Calls Answered within Ten seconds – Operator Services

Purpose:
Evaluates timeliness of customer access to Qwest's operators, focusing on the ~~number~~ percent of calls answered within 10 seconds.

Description:
Measures the percent of Operator Assisted calls answered by the Qwest agent within ten seconds of the first ring.

- Includes all calls to Qwest's operator services during the reporting period, subject to exclusions specified below.
- Calls are counted as answered when the call is connected to an Operator Services agent

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: Qwest and all CLECs are aggregated in a single measure.	**Disaggregation Reporting:** ~~Region-wide level~~ Sub-region applicable to state

Formula:

[(Total Calls Answered by Center within 10 seconds) / (Total Calls Answered by Center)] x 100

Explanation: The result is determined by applying the average speed of answer to system standard algorithms to derive the percent of calls answered within 10 seconds. For reporting purposes the numerator for the above formula is derived by multiplying the percent results by the total calls answered.

Exclusions: Abandoned Calls are not included in the total number of calls answered by the center

Product Reporting: None	**Standard:** Parity by design
Availability: Available	**Notes:**

NI-1 – Trunk Blocking

Purpose:
Evaluates factors affecting completion of calls from Qwest end offices to CLEC end offices, compared with the completion of calls from Qwest end offices to other Qwest end offices, focusing on average busy-hour blocking percentages in interconnection or interoffice final trunks.

Description:
Measures the percentage of trunks blocking in interconnection and interoffice final trunks.

- Includes blocking percentages on all direct final and alternate final interconnection and interoffice trunk groups that are in service during the reporting period, subject to exclusions specified below.

Reporting Period: One month

Unit of Measure: Percent Blockage

Reporting Comparisons: Qwest network results, CLEC aggregate and individual CLEC results.

Disaggregation Reporting: Statewide level.
Reports the percentage of trunks blocking in interconnection final trunks, reported by:

- NI-1A Interconnection (LIS) trunks to Qwest tandem offices;
- NI-1B Interconnection (LIS) trunks to Qwest end offices.

Reports the percentage of trunks blocking in local interoffice final trunks, reported by:

- NI-1C Trunks connecting Qwest end offices to Qwest tandem offices;
- NI-1D Trunks connecting Qwest end offices to other Qwest end offices.

Formula:
[Σ(Blockage in Final Trunk Group of Specified Type)(Number of Circuits in Trunk Group)] / (Total Number of Final Trunk Circuits in all Final Trunk Groups)

Explanation: Actual average percentage of trunk blockage is calculated by dividing the equivalent average number of trunk circuits blocking by the total number of trunk circuits in final trunks of the type being measured.

Exclusions:

- Toll trunks, non-final trunks, and trunks that are not connected to the public switched network.
- One-way trunks originating at CLEC end offices.
- Qwest official services trunks, local interoffice operator and directory assistance trunks, and local interoffice 911/E911 trunks.

Product Reporting: None

Standard:

Where NI-1A ≤ 1%:	1 %
Where NI-1A > 1%:	Parity with NI-1C
Where NI-1B ≤ 1%:	1 %
Where NI-1B > 1%:	Parity with NI-1D

Availability:
Available

Notes:

NP-1 – NXX Code Activation

Purpose: Evaluates the timeliness of Qwest's NXX code activation prior to the LERG effective date.	
Description: Measures the percentage of NXX codes scheduled to be activated that are actually loaded and tested prior to the LERG effective date in the reporting period. • The NXX code activation notice is provided by the LERG (Local Exchange Routing Guide) to Qwest. • NXX code activation is defined as complete when all translations associated with the new NXX are complete by 11:59 p.m. of the day prior to the date identified in the LERG. • The timeliness process includes test calls to the activated NXX. Test calls require that CLEC test numbers be provided to Qwest in a sufficient timeframe to accommodate the required test calls.	
Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results.	**Disaggregation Reporting:** State level.
Formula: [(Number of NXX codes loaded and tested prior to the LERG effective date) / (Number of NXX codes scheduled to be activated)] x 100	
Exclusions: • NXX codes with loading intervals shorter than industry standard (currently 45 calendar days). • NXX codes activated, but which can not be tested because CLEC didn't provide test number. • NXX codes activated but which can not be tested because the CLEC facilities have not been installed. (This occurs when a CLEC orders NXX code activation well in advance of routing facilities in order to reserve the NXX.)	
Product Reporting: None	**Standard:** Parity
Availability: ~~2 Under development – Feb 00~~Available	**Notes:**

CP-1 (ROC) – Installation Interval

Purpose:
Evaluates the timeliness of Qwest's installation of collocation arrangements for CLECs, focusing on the average time to complete such arrangements.

Description:
Measures the interval between the receipt of the down payment from the CLEC and the completion of the collocation installation, expressed in calendar days.

- Includes all collocations assigned a Ready For Service (RFS) date by Qwest and completed during the reporting period, subject to exclusions specified below.

Reporting Period: One month	**Unit of Measure:** Average Calendar Days

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level. Results for this indicator are disaggregated and reported as follows: A-1 Virtual, Physical Caged, and Shared Collocation. A-2 Augments to Virtual, Physical Caged, and Shared Collocations. B-1 Cageless Collocations. B-2 Augments to Cageless Collocations.

Formula:
Σ[(Collocation Completion Date) – (Collocation Interval Start Date)] / (Total Number of Collocations Completed in Reporting Period)

Exclusions:

- CLEC orders involving requests for RFS dates yielding longer than 90 calendar day intervals.
- RFS dates missed for CLEC-not-ready;
- RFS dates missed for CLEC equipment delays.

Product Reporting: • Virtual, Physical Caged, and Shared Collocation • Cageless Collocation	**Standard:** 90 calendar days
Availability: Available	**Notes:**

CP-2 (ROC) – Installation Commitments Met

Purpose:
Evaluates the extent to which Qwest completes collocation arrangements for CLECs as scheduled or promised.

Description:
Measures the percentage of collocation orders for which the Ready For Service (RFS) date is met.

- Includes all collocations assigned a RFS date by Qwest and completed within the reporting period, including those with CLEC-requested RFS dates longer than the standard interval and those with extended RFS dates negotiated with the CLEC (including supplemented collocation orders that extend the RFS date).
- A collocation arrangement is counted as met under this measurement if its Collocation Completion Date is the same as, or earlier than, the assigned RFS date.
- For CLECs with interconnection agreements that specify collocation installation intervals, and for individually negotiated intervals, the agreed-upon interval is the one measured.
- For CLECs with interconnection agreements that do not specify collocation installation intervals, the intervals applied for this measurement will be 90 calendar days for all types of collocation and augments thereto.

Reporting Period: One month	**Unit of Measure**: Percent

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level. Results for this indicator are disaggregated and reported as follows: A-1 Virtual, Physical Caged, and Shared Collocation A-2 Augments to Virtual, Physical Caged, and Shared Collocations. B-1 Cageless Collocations. B-2 Augments to Cageless Collocations.

Formula:
[(Count of Collocations with Collocation Completion Dates that are the same as, or earlier than, the assigned Ready for Service Date) / (Total Number of Collocations Completed in the Reporting Period)] x 100

Exclusions:

- RFS dates missed for CLEC-not-ready;
- RFS dates missed for CLEC equipment delays.

Product Reporting:	**Standard:** 90 percent or more
• Virtual, Physical Caged, and Shared Collocation • Cageless Collocation	

Availability:	**Notes:**
Available	

CP-3 – Feasibility Study Interval

Purpose:
Evaluates the timeliness of the Qwest sub-process function of providing a collocation feasibility study to the CLEC.

Description:
Measures average interval to respond to Central Office collocation studies for feasibility of installation.

- Includes feasibility studies associated with collocation arrangements that are completed in the reporting period.

Reporting Period: One month	**Unit of Measure:** Average Business days

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level. Results for this indicator are disaggregated and reported as follows: A-1 Virtual and Physical Caged and Shared Collocation A-2 Augments to Virtual and Physical Caged and Shared Collocations. B-1 Cageless Collocations. B-2 Augments to Cageless Collocations.

Formula:
Σ[(Date of Feasibility Study completion) – (Date of receipt of CLEC request for Feasibility Study)] / (Total applicable number of requests received for Feasibility Studies)

Exclusions:

- CLEC-requested feasibility study completions greater than standard feasibility study intervals.

Product Reporting: • Virtual, Physical Caged, and Shared Collocation • Cageless Collocation	**Standard:** 10 business days or less
Availability: Available	**Notes:**

CP-4 – Feasibility Study Commitments Met

Purpose:
Evaluates the degree that Qwest met its stated commitment in the sub-process function of providing a collocation feasibility study to the CLEC.

Description:
Measures the percentage of collocation feasibility studies for installations that are completed within the allotted time frame for such studies.

- Includes all feasibility studies associated with collocation arrangements completed in the reporting period.
- For CLECs with interconnection agreements that identify a collocation feasibility study interval, and for individually negotiated intervals, the agreed-upon interval is the one measured.
- For CLECs without interconnection agreements that identify a collocation feasibility study interval, the interval measured is 7 business days for virtual collocation and 10 business days for physical collocation.

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level. Results for this indicator are disaggregated and reported as follows: A-1 Virtual and Physical Caged and Shared Collocation A-2 Augments to Virtual and Physical Caged and Shared Collocations. B-1 Cageless Collocations. B-2 Augments to Cageless Collocations.

Formula:
[(Total Applicable Collocation Feasibility studies completed in agreed-upon timeframe) / (Total applicable Collocation Feasibility studies completed)] x 100

Exclusions: None

Product Reporting: • Virtual, Physical Caged, and Shared Collocation • Cageless Collocation	**Standard:** 90 percent or more

Availability: Available	**Notes:**

CP-5 – Quote Interval

Purpose: Evaluates the timeliness of the Qwest sub-process function of providing a collocation quote commitment to the CLEC.	
Description: Measures the average interval to respond to Central Office collocation studies with quote commitments. • Includes quotes associated with collocation arrangements that are completed in the reporting period.	
Reporting Period: One month	**Unit of Measure:** Average Calendar days
Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level. Results for this indicator are disaggregated and reported as follows: A-1 Virtual and Physical Caged and Shared Collocation A-2 Augments to Virtual and Physical Caged and Shared Collocations. B-1 Cageless Collocations. B-2 Augments to Cageless Collocations.
Formula: Σ[(Date of Quote delivery to CLEC) – (Date of receipt of CLEC request for Collocation quote)] / (Total applicable number of requests received for Collocation quotes)	
Exclusions: CLEC requested due date beyond standard Collocation quote interval.	
Product Reporting: • Virtual Physical Caged and Shared Collocation • Cageless Collocation	**Standard:** 25 days or less
Availability: Available	**Notes:**

CP-6 – Quote Commitments Met

Purpose:
Evaluates the degree that Qwest met its stated commitment in the sub-process function of providing a collocation quote to the CLEC.

Description:
Measures the percentage of Central Office collocation quotes that are completed within the allotted time frame.

- Includes quotes associated with collocation arrangements that are completed in the reporting period.
- For CLECs with interconnection agreements that identify a collocation quote interval, and for individually negotiated intervals, the agreed-upon interval is the one measured.
- For CLECs without interconnection agreements that identify a collocation quote interval, the interval measured is 25 calendar days.

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate and individual CLEC results	**Disaggregation Reporting:** Statewide level. Results for this indicator are disaggregated and reported as follows: A-1 Virtual and Physical Caged and Shared Collocation A-2 Augments to Virtual and Physical Caged and Shared Collocations. B-1 Cageless Collocations. B-2 Augments to Cageless Collocations.

Formula:
[(Total Applicable Collocation Quotations completed in agreed-upon timeframe) / (Total applicable Collocation Quotations completed)] x 100

Exclusions: None

Product Reporting: • Virtual Physical Caged and Shared Collocation • Cageless Collocation	**Standard:** 90 percent or more
Availability: Available	**Notes:**

DEFINITION OF TERMS

Application Date (and Time) – The date (and time) on which Qwest receives from the CLEC a complete and accurate local service request (LSR) or access service request (ASR) or retail order, subject to the following:

- For the following types of requests/orders, the application date (and time) is the start of the next business day:
  (1) LSRs and ASRs received after 3:00PM MT for Designed Services, Unbundled Loops (except analog loops), and Local Number Portability (except non-designed, flow-through LNP;
  (2) Retail orders received after 3:00 PM local time for Designed Services.
  (3) LSR's received after 7:00PM MT for POTS Resale (Residence and Business), Non-Design Resale Centrex, 2W/4W Analog Unbundled Loops, and non-designed, flow-through LNP.
  (4) Retail orders for comparable non-designed services cannot be received after closing time, so the cutoff time is essentially the business office closing time.

Automatic Location Information (ALI) – The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.

Bill Date – the date shown at the top of the bill, representing the date on which Qwest begins to close the bill.

Blocking – condition on a telecommunications network where, due to a maintenance problem or an traffic volumes exceeding trunking capacity in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.

Business Day – Workdays that Qwest is normally open for business. Business Day = Monday through Friday, excluding weekends and Qwest published Holidays including New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas.

Code Activation (Opening) – Process by which new NPA/NXXs (area code/prefix) is defined, through software translations to network databases and switches, in telephone networks. Code activation (openings) allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.

Common Channel Signaling System 7 (CCSS7) – A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.

Common Transport – Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.

Completion – The time in the order process when the service has been provisioned and service is available.

Completion Notice – A notification the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.

Coordinated Customer Conversion Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.

Customer Requested Due Date – A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.

Customer Trouble Reports – A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.

Dedicated Transport – A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.

Delayed Order – An order which has been completed after the scheduled due date and/or time.

Directory Assistance Database – A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.

Directory Listings – Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.

DS-0 – Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.

DS-1 – Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.

DS-3 – Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.

Due Date – The date provided on the Firm Order Confirmation (FOC) the ILEC sends the CLEC identifying the planned completion date for the order.

End Office Switch – A switch from which an end users' exchange services are directly connected and offered.

Final Trunk Groups – interconnection and interoffice trunk groups that do not overflow traffic to other trunk groups when busy.

Firm Order Confirmation (FOC) – Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service request, created a service order, and assigned it a due date.

Flow-Through –The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.

High/Low Density – High Density areas are geographic areas defined by Qwest as urban population centers identified by NPA, NXX. Low Density areas are geographic areas defined by Qwest as non-urban areas identified by NPA, NXX.

Installation – The activity performed to activate a service.

Installation Troubles – A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).

Interconnection Trunks – A network facility that is used to interconnect two switches generally of different local exchange carriers

Interface Outage – A planned or unplanned failure resulting the unavailability or access degradation of a system.

Inward Activity – refers to an order for new or additional lines.

Jeopardy – A condition experienced in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order

Jeopardy Notice – The actual notice that the ILEC sends to the CLEC when a jeopardy has been identified.

Lack of Facilities – A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process or during the service installation process, and typically triggers a jeopardy.

Local Exchange Routing Guide (LERG) – A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).

Local Exchange Traffic – Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.

Local Number Portability (formerly defined under Permanent Number Portability and also known as – Long Term Number Portability) – A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."

Local Service Request (LSR) – transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.

MSA/Non-MSA – Metropolitan Statistical Area is a government defined geographic area with a population of 50,000 or greater. Non-Metropolitan Statistical Area is a government defined geographic area with population of less than 50,000. Qwest depicts MSA Non-MSA based on NPA NXX. Where a wire center is predominantly within an MSA, all lines are counted within the MSA.

Mechanized Bill – A bill that is delivered via electronic transmission.

NXX, NXX Code or Central Office Code – The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.

Plain Old Telephone Service (POTS) – Refers to basic 2-wire, non-complex analog residential and business services. Can include feature capabilities (e.g., CLASS features).

Projects – Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.

Query Types – Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, and the FCC, and/or the Arizona Commission.

Ready For Service (RFS) – the status achieved in the installation of a collocation arrangement when all "operational" work has been completed. Operational work consists of the following:

- Cage enclosure complete;
- DC power is active (including fuses available, BDFB [Battery Distribution Fuse Board] in place, and cables between the Co-Provider and power terminated);
- Primary AC outlet in place;
- Required ties or equivalent exist (e.g., distribute jumper cables across cosmic frame); and
- Cable racking and circuit terminations are complete (e.g. fiber jumpers placed between the Outside Plant Fiber Distribution Panel and the Central Office Fiber Distribution Panel serving the Co-provider).
- Key turnover has been made available to CLEC.

Ready for Service Date (RFS date) – the due date assigned to a collocation order (typically determined by regulatory rulings, contract terms, or negotiations with CLEC) to indicate when collocation installation is scheduled to be ready for service, as defined above.

Reject – A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: (1) syntax, which occur if required fields are not included in the LSR; and (2) content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.

Repeat Report – Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.

Service Group Type – The designation used to identify a category of similar services, .e.g., UNE loops

Service Order – The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid local service request.

Service Order Type – The designation used to identify the major types of provisioning activities associated with a local service request.

Standard Interval – The interval that the ILEC publishes as a guideline for establishing due dates for provisioning a service request. Typically, due dates will not be assigned with intervals shorter than the standard. These intervals are specified by service type and type of service modification requested. ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs in the Qwest Standard Interval Guidelines.

Subsequent Reports – A trouble report that is taken in relation to a previously-reported trouble prior to the date and time the initial report has a status of "cleared."

Tandem Switch – Switch used to connect and switch trunk circuits between and among Central Office switches.

Time to Restore – The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.

Unbundled Network Element – Platform (UNE-P) – Combinations of network elements, including both new and conversions.

Usage Data – Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.

GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ACD	Automatic Call Distributor
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
ASR	Service Request (processed via Exact system)
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CPE	Customer Premises Equipment
CRIS	Customer Record Information System
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DB	Database
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Extended Area Service
EB-TA	Electronic Bonding – Trouble Administration
EDI	Electronic Data Interchange
ES	Emergency Services (for 911/E911)
FOC	Firm Order Confirmation
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Interexchange Carrier
ILEC	Incumbent Local Exchange Carrier
INP	Interim Number Portability
IOF	Interoffice Facilities (refers to Qwest trunks)
ISDN	Integrated Services Digital Network
IMA	Interconnect Mediated Access
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LIDB	Line Identification Database
LIS	Local Interconnection Service Trunks
LNP	Long Term Number Portability
LSR	Local Service Request
N, T, C	Service Order Types - - N (new), T (to or transfer), C (change)
NANP	North American Numbering Plan
NDM	Network Data Mover
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations-al Support Systems
PBX	Private Branch Exchange

Glossary of Acronyms (continued)

ACRONYM	DESCRIPTION
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
RFS	Ready for Service (refers to collocation projects)
SOP	Service Order Processor
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TN	Telephone Number
UDIT	Unbundled Dedicated Interoffice Transport
UNE	Unbundled Network Element
UNE-P	Unbundled Network Element - Platform
VRU	Voice Response Unit
xDSL	(x) Digital Subscriber Line. (The "x" prefix refers to DSL generically. An "x" replaced by an "A" refers to Asymmetric DSL, and by an "H" refers to High-bit-rate DSL.)

[1] Graphical User Interface